

SPIRIT Nomination for Carmen Richardson
By Michele Betty
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Service Excellence-

Carmen Richardson has been employed with the City of Germantown since July 14, 2008. She is an Administrative Assistant for Economic & Community Development. Carmen is the first person you see when you go to Development or the first person you talk to on the phone. At times being a public servant is a monumental task and Carmen's ability to serve is a reflection of dependability and desire to meet the needs of the organization.

Producing A+ Results-

As a staff member that receives a large number of citizen concerns, Carmen handles these requests in a professional and courteous manner. I appreciate and envy her patience.

Initiative – Per her supervisor, Carmen helps to exceed customer expectations by following up with the service provider to ensure citizen concerns are resolved. In addition, she set a goal of reducing the time that callers were placed on hold and was able to reduce that time by 25%.

Responsible – Most of the phone calls received by Neighborhood Services are from citizens unhappy with some aspect of the trash service. Carmen's positive attitude and calm demeanor helps her handle these calls and assure the customers that the problem will be resolved.

Innovative – Her supervisor stated "Carmen sought to improve her skills by participating in the Municipal Management Academy".

Teamwork- Carmen is always available to assist her fellow employees and strives to exceed the expectations of City. If I ask Carmen to help me with a task in Administration I can count on the task being completed as soon as possible. She never complains about helping me, even at the last minute. Carmen doesn't see things as "my department" and "your department".

Carmen wears many hats during the day. Regardless of which hat she has on at the moment, Carmen is full of the SPIRIT of Germantown!